

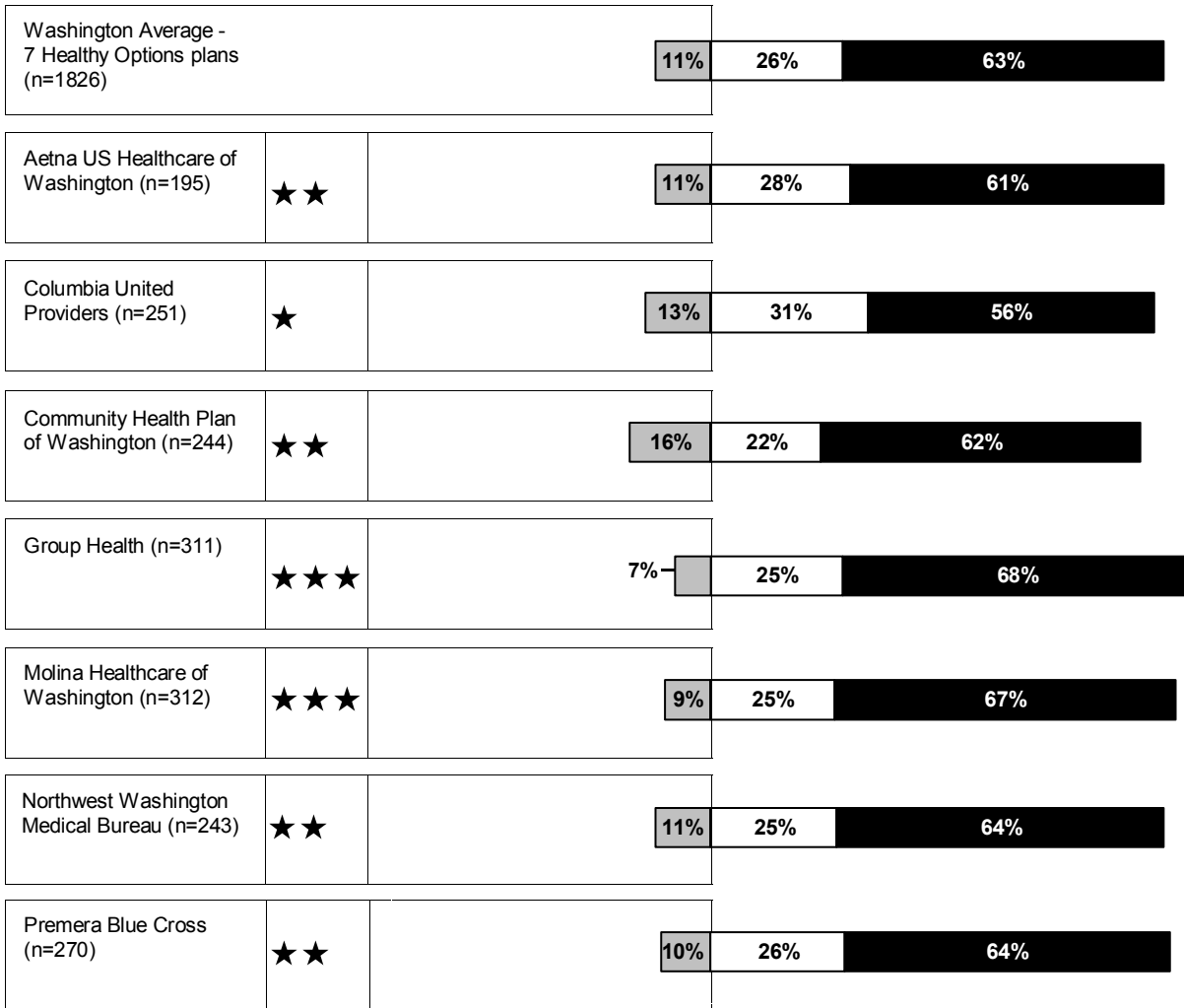
# Healthy Options - Adults

## Core CAHPS Questions

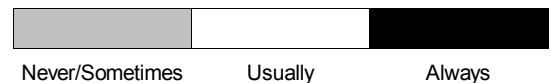
### Composite

## Courtesy, Respect, and Helpfulness of Staff

This chart summarizes the responses to survey questions 29 and 30 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

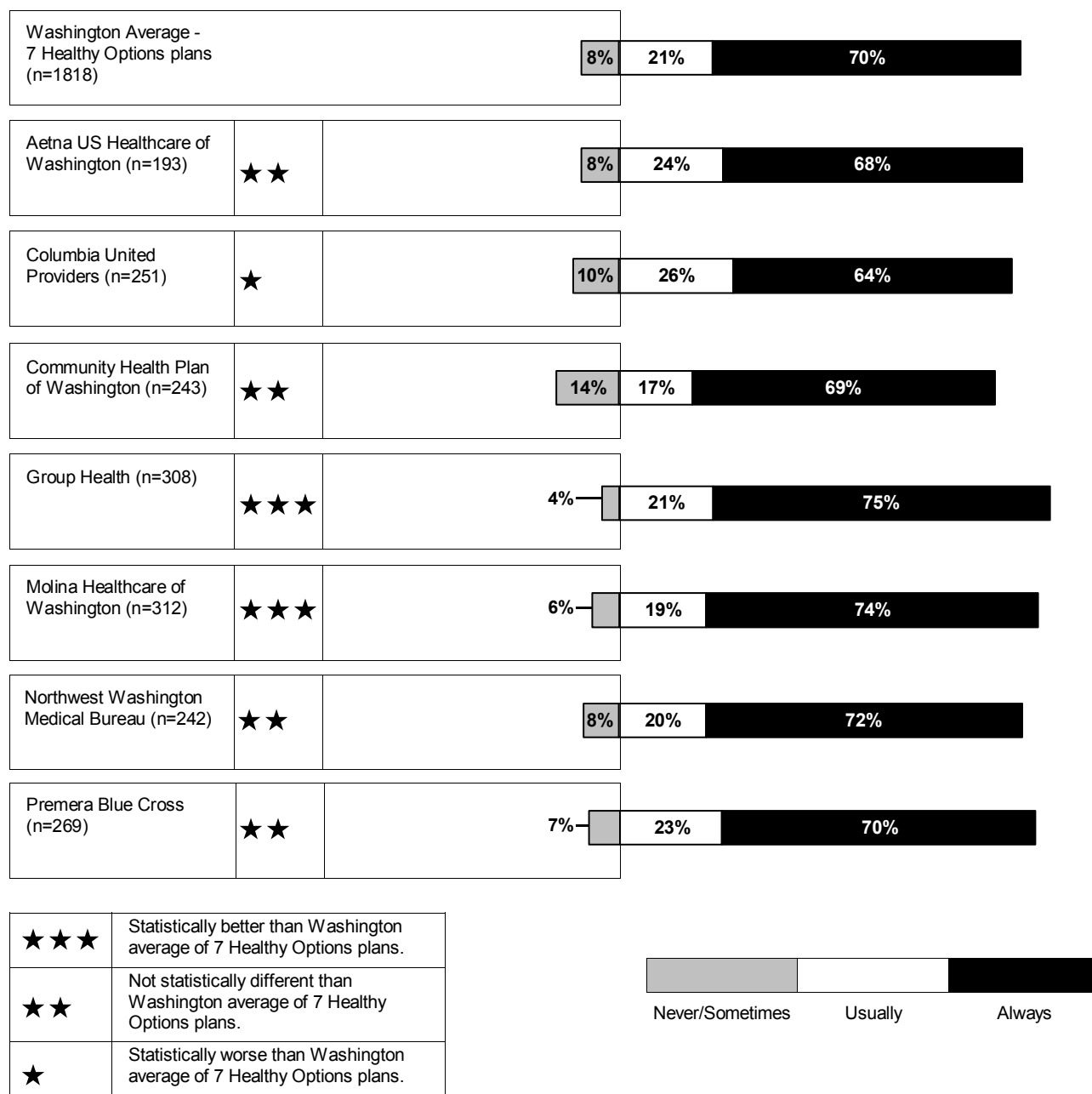
# Healthy Options - Adults

## Core CAHPS Questions

### Question 29

## Courtesy, Respect, and Helpfulness of Staff

Q29. "In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?"



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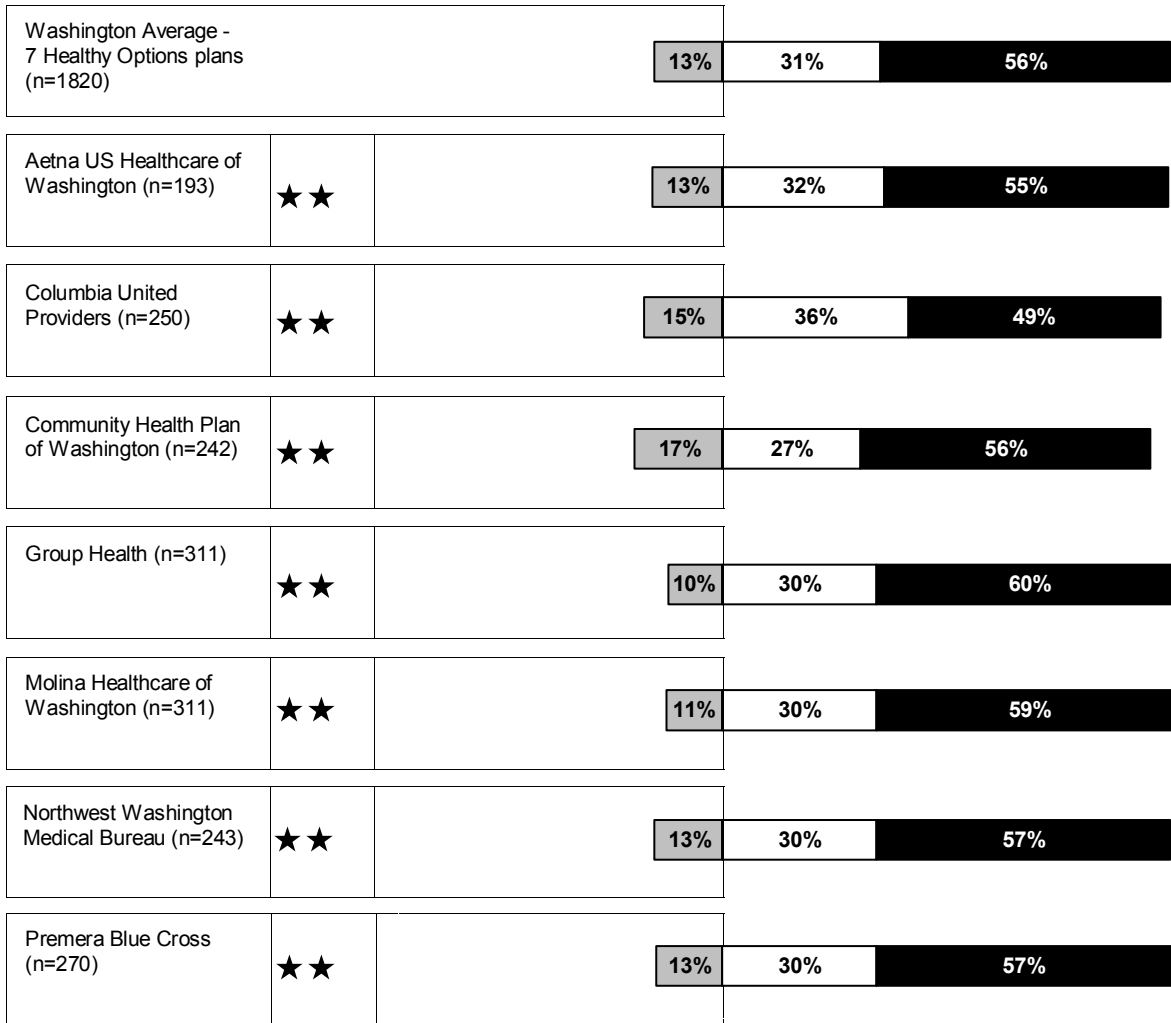
# Healthy Options - Adults

## Core CAHPS Questions

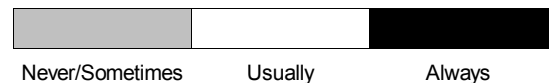
### Question 30

## Courtesy, Respect, and Helpfulness of Staff

Q30. "In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.